

Members show high satisfaction with PERSI customer service

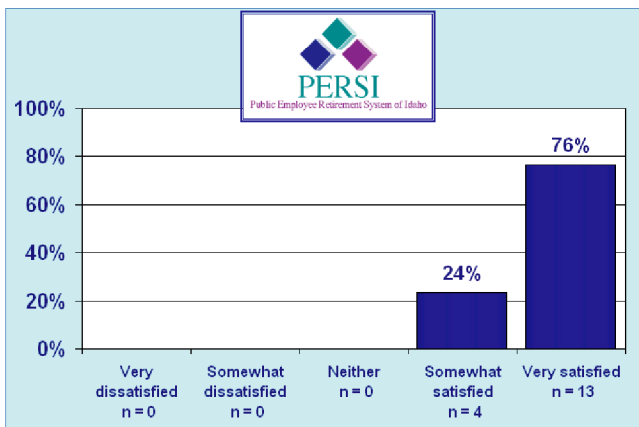
In the fall of 2003, PERSI began surveying members who had completed transactions with PERSI. All members who had done one of the following received a survey:

- Retired
- Received a Separation Benefit
- Completed the Disability Retirement process
- Took a Choice Plan 401(k) loan
- Rolled money into the Choice Plan 401(k)

Overall, the results were extremely positive. Most members who had direct contact with PERSI were

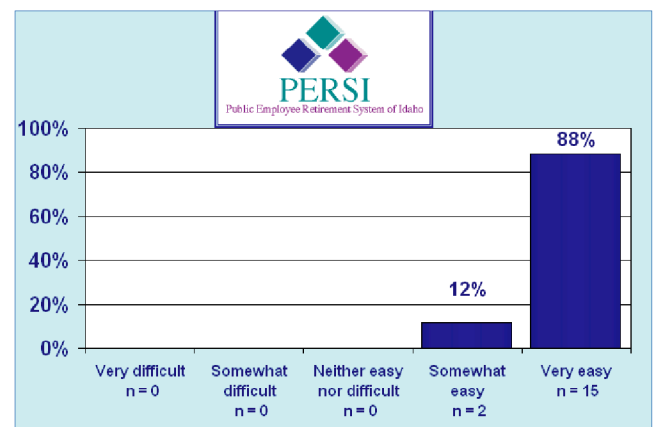
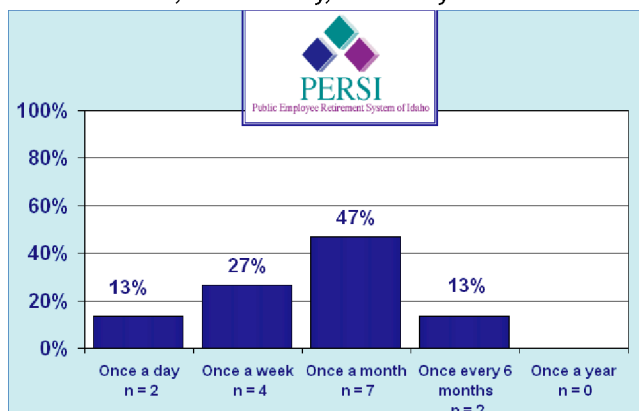
very satisfied with our customer service and materials. Generally, over 80-90% of responses were somewhat satisfied to very satisfied with most being very satisfied. In most cases, those that were somewhat to very dissatisfied were less than 5%.

Each survey had between 26-34 questions, so we can only summarize some highlights here. Full survey results from all of our member and employer surveys are available on our Website at www.persi.state.id.us/html/Surveys/suveys.htm.



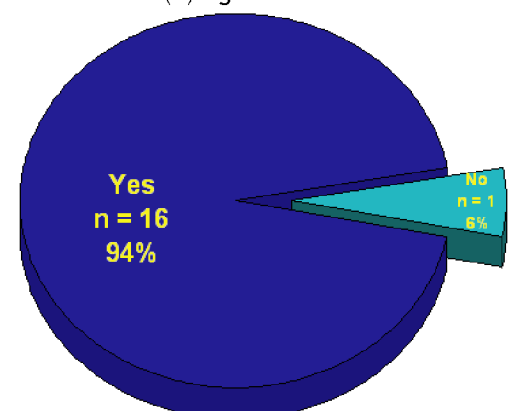
100% of members who had taken a Choice Plan 401(k) loan said that they were very (76%) or somewhat (24%) satisfied with PERSI overall.

47% of those who took a loan access their 401(k) once a month, 27% weekly, 13% daily.

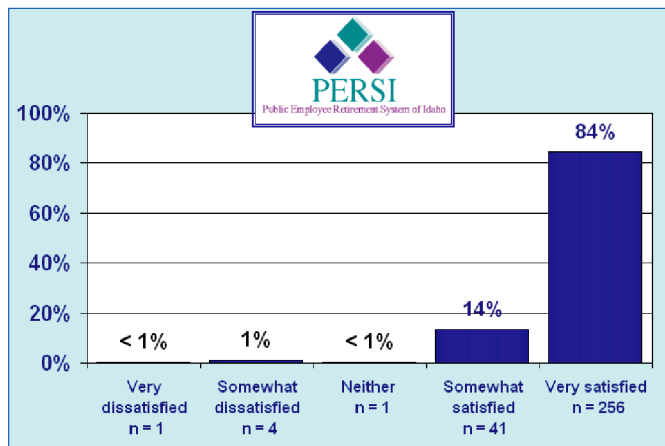


88% of those taking a Choice Plan 401(k) loan said it was very easy to submit the application, while 12% said it was somewhat easy.

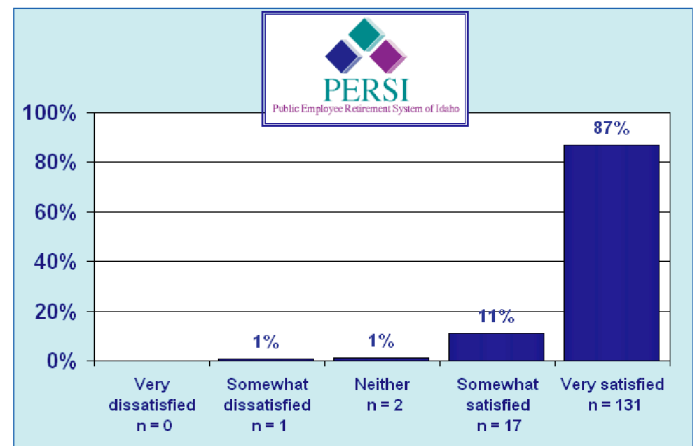
94% of those who took a loan plan on contributing to the Choice Plan 401(k) again.



Member transaction surveys highlights continued from front

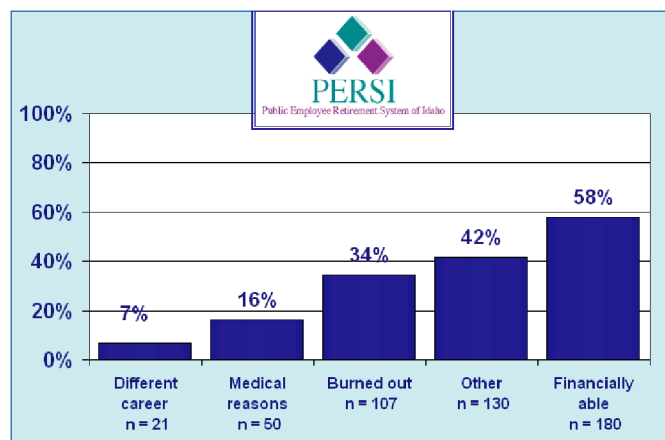


98% of those who had retired were very (84%) or somewhat (14%) satisfied with PERSI overall.

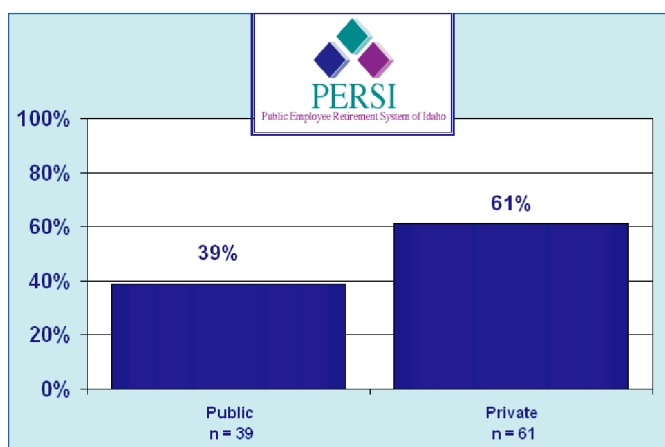
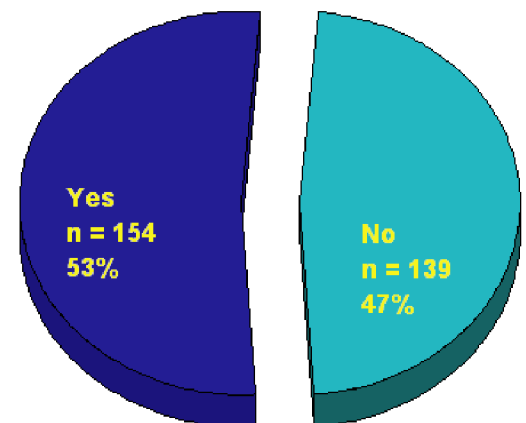


87% of those receiving retirement counseling were very satisfied and 11% were somewhat satisfied.

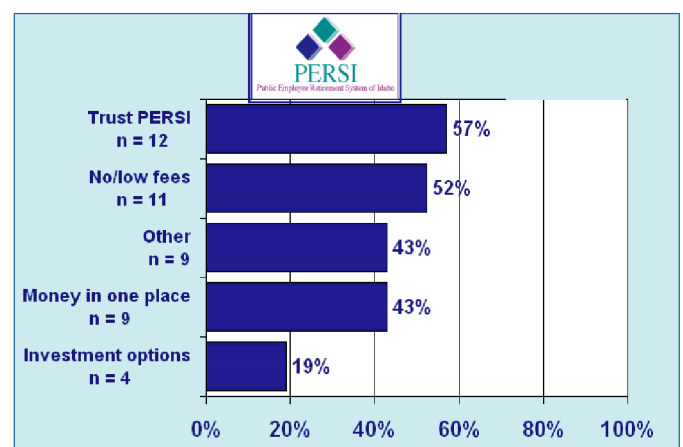
Top reasons given for retiring: 58% financially able to, 34% burned out, 16% medical, 7% new career. More than one response was allowed.



53% of new retirees plan on working in retirement, 47% do not plan on working in retirement.



Of those retirees planning to work in retirement, 39% plan public employment, 61% private.



People who rolled their money into the Choice Plan 401(k), did so because 57% trust PERSI, 52% like the no/low fees, 43% want their money in one place. Multiple responses were allowed.